### Summary Results (\(\%\) positive score)**

<table>
<thead>
<tr>
<th>Dimension</th>
<th>(%) Positive Score</th>
<th>(%) Positive Score</th>
<th>(%) Positive Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall care received (1)</td>
<td>92.3%  VCHA Avg</td>
<td>92.1% BC Avg</td>
<td>Minutes for help after call button 96.5% Discussed when to resume normal activities 44.1%</td>
</tr>
<tr>
<td>Access to Care</td>
<td>80.7%</td>
<td></td>
<td>Courtesy of Dr 95.8% Overall quality of food 48.7%</td>
</tr>
<tr>
<td>Emotional Support</td>
<td>65.8%</td>
<td></td>
<td>Courtesy of admission 95.2% Nurse discussed anxieties/fears 51.7%</td>
</tr>
<tr>
<td>Information and Education</td>
<td>73.0%</td>
<td></td>
<td>Overall Dr care 94.6% Enough say about treatment 54.0%</td>
</tr>
<tr>
<td>Involvement of Family</td>
<td>67.1%</td>
<td></td>
<td>Courtesy of Nurses 93.7% Discussed danger signals to watch for 54.3%</td>
</tr>
<tr>
<td>Physical Comfort</td>
<td>81.1%</td>
<td></td>
<td>Rate how Dr/Nurses worked together 92.5% Family had enough recovery info 56.8%</td>
</tr>
<tr>
<td>Respect for Patient Preferences</td>
<td>76.2%</td>
<td></td>
<td>Amount of pain medicine received 90.3% Family talked w/Dr enough 58.0%</td>
</tr>
<tr>
<td>Continuity and Transition</td>
<td>62.6%</td>
<td></td>
<td>Availability of Nurses 88.2% Ease of finding someone to talk to 59.7%</td>
</tr>
<tr>
<td>Coordination of Care</td>
<td>73.9%</td>
<td></td>
<td>Minutes taken to get pain medicine 88.2% Dr discussed anxieties/fears 60.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Explained reason for wait in going to room 87.8% Discussed medication side effects 60.6%</td>
</tr>
</tbody>
</table>

### Strengths (Highest \(\%\) positive scores)

- Overall care received
- Minutes for help after call button
- Discussed when to resume normal activities
- Courtesy of Dr
- Overall quality of food
- Nurse discussed anxieties/fears
- Enough say about treatment
- Discussed danger signals to watch for
- Family had enough recovery info
- Family talked w/Dr enough
- Ease of finding someone to talk to
- Dr discussed anxieties/fears
- Discussed medication side effects

### Opportunities for Improvement (Lowest \(\%\) positive scores)

- Explained reason for wait in going to room
- Discussed when to resume normal activities
- Courtesy of Dr
- Minutes for help after call button
- Overall quality of food
- Nurse discussed anxieties/fears
- Enough say about treatment
- Discussed danger signals to watch for
- Family had enough recovery info
- Family talked w/Dr enough
- Ease of finding someone to talk to
- Dr discussed anxieties/fears
- Discussed medication side effects

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**Question 44:** Overall, how would you rate the care you received at the hospital?
- Response scale: Poor, Fair, Good, Very Good, Excellent
- Percent Positive Score: Good+Very Good+ Excellent

**Question 46:** Would you recommend this hospital to your friends and family?
- Response scale: Yes, definitely; Yes, probably; No
- Percent Positive Score: Yes, definitely

**Items highlighted in RED** have the highest correlation with "Overall care received."